



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

**OWD Issuance 04-2019: Missouri Comprehensive Job Center and
Affiliate Job Center Certification Evaluation Criteria**

(Issued: September 30, 2019)

Last updated: September 2021.

Q: What is a comprehensive one-stop center (American Job Center) and what are the requirements?

A:

- A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.
- Every region must have at least one comprehensive center
- The center must have at least one title 1 staff person physically present
- The center must provide career services, have access to training services, have access to all employment and training activities in WP and WIOA, have meaningful access (OWD Issuance 02-2019) to programs and services by all of the partners, and access to LMI
- The center must be open at least regular business hours
- The center must be physically and programmatically accessible

Q: What is an affiliated site (satellite office)?

A:

- An affiliated site or an satellite office is a physical location where job seeker and employer customers can access one or more of the one-stop partners programs and services
- The site does not have to provide access to every partner program
- The site must be physically and programmatically accessible

Q: What is a specialized center (connection center)?

A:

- A specialized center or a connection center must have a process in place to make referrals to the one-stop in the region to access all services.
- The center is not required to have multiple partner program services offered
- If the center includes Wagner-Peyser there must be another program. Wagner-Peyser cannot stand alone in any center.

Q: What must a LWDA do if it adds or removes a center?

A: If a LWDA adds or deletes a local comprehensive one-stop center or an affiliate site a local plan modification needs to be completed. Please follow guidelines in OWD Issuance 03-2021. If the LWDA adds or deletes a specialized (connection) center a notification email must be sent to the OWD Deputy Director for approval.

Last updated: May 2020.

Q: The issuance states that review teams must submit a written determination to OWD and the MOWDB within 30 days of conducting the evaluations. Can this be waived due to current circumstances?

A: Yes. Due to current circumstances, the 30-day deadline is being waived. Certification teams should work to submit determinations as soon as possible and must be completed before the September 15, 2020 deadline.

Q: Due to COVID-19, can the dates to complete One-Stop Certifications be extended?

A: Yes. Due to COVID-19, completion of certifications have been extended. Evaluation deadlines have been extended to September 15, 2020. Written certification determination and supporting documentation must be submitted to OWD no later than September 30, 2020.

Last updated: April 2020.

Q: Do members of the One-Stop Certification review team have to pass a confidentiality test?

A: No. There is no longer a confidentiality test requirement. Please refer to the most recent Confidentiality and Information Security Plan Policy.

Please direct all questions or comments regarding the Issuance or this FAQ document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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